

List of terms

ACD

See Automatic Call Distribution (ACD).

ACD DN

See Automatic Call Distribution Directory Number (ACD DN).

AEM

See Application Equipment Module (AEM).

AM

See Application Module (AM).

AML

See Application Module Link (AML).

Application Equipment Module (AEM)

Module Packaging within the Meridian 1 Universal Equipment Module that supports Application Module or IPE Module.

Application Module (AM)

Nortel's Motorola-based application processor that is packaged within an AEM in a Meridian 1.

Application Module Link (AML)

A Nortel internal and proprietary link that connects the Meridian 1 (via ESDI or MSDI) to the Application Module or IPE Module.

attendant

A PBX operator position. Attendants typically receive incoming calls and extend them to the desired party. PBX users typically contact the attendant by dialing 0. The Meridian 1 supports multiple attendants, and offers features such as a busy lamp field showing the busy/idle state of DNs.

Automatic Call Distribution (ACD)

This is a feature offered by the Meridian 1 that queues and distributes incoming calls to a number of answering positions. Calls are queued until an agent is available. If multiple agents are available, calls are serviced in the order they arrive and distributed so that the workload at each answering position is approximately equal. ACD has many additional features, including recorded announcement (RAN), music while queued, night treatment, overflows, statistics/reports, and networking with ISDN.

Automatic Call Distribution directory number (ACD DN)

An ACD DN is the queue where incoming calls wait until they are answered. Calls are answered in the order in which they entered the queue.

Base Operating System (BOS)

Motorola's SYSTEM V/68 Base Operating System (UNIX). UNIX System V Release 3 Version 7.1 (V/68 R3V7.1) is used with the Application Module or IPE Module.

CDN

See control directory number.

central office (CO)

A public network telephone exchange. Local subscribers are connected to the CO via local loops; PBXs are connected to the CO via trunks. Nortel's DMS-100 is an example of a CO.

Command and Status Link (CSL)

A Nortel internal and proprietary link, also known as AML.

Control Directory Number (CDN)

A Control DN is a special ACD DN, configured in Meridian 1, to which no agents are assigned. To control calls in the CDN you need to create a script, otherwise the calls are put into the default mode. A call script is associated with a CDN, so that all calls entering a CDN are handled by the same call script.

CSL

See Command and Status Link.

Customer Controlled Routing (CCR)

CCR is a product that enables you to control and route Automatic Call Distribution (ACD) calls entering your Meridian 1 system. You can provide a specific recorded announcement, music, and so on, before assigning a call to an agent.

Direct Inward Dialing (DID)

An attribute of a trunk. The CO passes the extension number of the called party over a DID trunk to the PBX when offering a call to the PBX. The PBX is then able to automatically route the call to the extension without requiring operator/attendant assistance. In this way, a single trunk can terminate calls for many different extensions (but not simultaneously).

directory number (DN)

The number that identifies a telephone set on a PBX or in the public network. It is the number that a caller dials in order to establish a connection to the addressed party. The DN could be a local PBX extension (local DN), a public network telephone number, an ACD-DN, or the pilot or group number for an ACD queue.

Directory Number Identification Service (DNIS)

A service provided on a trunk. DNIS identifies to the called system the last 3 or 4 digits of the number actually dialed by the caller. The DNIS digits are sent as in-band DTMF tones on non-ISDN trunks, or by using dial pulses on dial pulse (DIP) trunks. On ISDN PRA trunks, DNIS is carried in the called party IE field of the Q.931 Setup message.

DN

See directory number (DN).

DNIS

See Directory Number Identification Service (DNIS).

Dual Tone Multi-Frequency (DTMF)

The signaling method used with touch-tone 2500 telephones. Digits are sent as in-band tones, each digit being a unique combination of 2 out of 16 tones.

Enhanced Serial Data Interface (ESDI)

A Nortel Meridian 1 pack, numbered QPC513. This card supports internal communications between the Meridian 1 CPU and other components within the Meridian 1 system.

Intelligent Peripheral Equipment (IPE) Module

Nortel's smaller application processor that can be packaged in a Meridian 1 Option 11 cabinet or in an IPE shelf.

Interactive Voice Response (IVR)

A system/facility that plays voice menus to callers, and acts upon user input (typically DTMF digits from a touch-tone phone). Sometimes called VRU (Voice Response Unit).

IPE Module

See Intelligent Peripheral Equipment (IPE) Module.

Meridian 1

Meridian 1 is the private branch exchange (PBX) that handles the calls to and from an organization's ACD system. It routes calls to the various queues and provides the framework for all the ACD features available through various applications.

Meridian Link

Meridian Link is an application that allows a Meridian 1 system to exchange information with a host computer so that users can integrate the capabilities of both into a business application.

Module Power Distribution Unit (MPDU)

Part of an AEM that provides power to the Application Modules housed within it.

Multi-use Serial Data Link (MSDL) card

This card supports internal communications between the Meridian 1 CPU and other components within the Meridian 1 system.

Northern Telecom Publication (NTP)

A collection of documents and manuals that describe the Meridian 1 product portfolio, and how to install, administer and maintain it.

Operations, Administration and Maintenance (OA&M)

Operations, Administration and Maintenance. The tools, typically software, that enable a technician to configure, administer and maintain a system.

overlay

Generally used to describe some software that is not always memory resident; it is loaded on request. In the Meridian 1, most configuration, administration and maintenance functions are done from a tty terminal using various overlays. Each overlay is designed for a specific task: for example, Overlay 10 is used to configure PBX (500/2500) sets, 11 to configure proprietary sets, Overlay 23 to configure ACD queues, Overlay 17 to configure I/O ports, Overlay 15 to configure customer data, Overlay 48 to configure link maintenance, and so on. The Meridian 1 currently has about 100 overlays. An overlay is loaded from the tty by typing LD nn where nn is the overlay number. Overlays are exited by typing ****.

QPC513

A Nortel Meridian 1 circuit pack, also known as ESDI (Enhanced Serial Data Interface). This card supports internal communications between the Meridian 1 CPU and other components within the Meridian 1 system.

route

Route usually refers to a trunk route. This is a collection of trunks which share many common characteristics, such as trunk type (for example, DID). On the Meridian 1, trunks must be associated with (belong to) a trunk route. Routes are configured in Overlay 16 on the Meridian 1.

script

A collection of statements defining call routing and treatment for calls controlled by CCR.

Standalone System Interactive Diagnostics (SSID)

A set of diagnostic tools that provide confidence tests on various Application Module or IPE Module hardware components.

terminal number (TN)

The physical address of a device (for example, telephone set, a trunk, and attendant) on the Meridian 1 PBX. The TN is composed of the loop, shelf, card and unit IDs.

TN

See terminal number.

trunk

Trunks are the physical links, or circuits, that enable telephone communication, such as the link between a PBX and the public central office (CO). There are various trunk types which provide services such as Direct Inward Dialing (DID trunks), ISDN, central office connectivity (CO trunks). Trunks can be analog or digital. Digital trunks use A/B signaling, or D-channel signaling in the case of ISDN. Trunks are configured on the Meridian 1 in Overlay 14.

variable

This is a user-defined name that represents a value or set of values. Variables, such as “after_hours” representing the value “17:00–06:00”, are defined in the Variable Table.

Versa Module Eurocard (VME).

VME bus is an industry standard, high performance, 32-bit computer bus.

VME

See Versa Module Eurocard.

Voice Response Unit (VRU)

A device that plays voice menus to a caller and responds to caller instructions entered on a touch tone phone. Also known as IVR (Interactive Voice Response).

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Application Module and Intelligent Peripheral Equipment Module

Diagnostic and Maintenance Guide

Meridian Link Release 5/

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